

AMENDMENTS TO THE CLAIMS

1. (Canceled)
2. (Currently amended) The method of Claim 1, A method of designing a call flow in a speech recognition system, the method comprising:
organizing and utilizing a multiple question directed dialog in the speech recognition system;
organizing and utilizing a natural language directed dialog in the speech recognition system; and
organizing and utilizing an overview dialog in the speech recognition system,
wherein the natural language directed dialog comprises a primary concept and a secondary concept.
3. (Currently amended) The method of claim 1, A method of designing a call flow in a speech recognition system, the method comprising:
organizing and utilizing a multiple question directed dialog in the speech recognition system;
organizing and utilizing a natural language directed dialog in the speech recognition system; and
organizing and utilizing an overview dialog in the speech recognition system,
wherein the natural language directed dialog comprises a primary concept and a secondary concept without requiring a structured response.
4. (Canceled)
5. (Currently amended) The speech recognition system of Claim 6[[4]], wherein the speech recognition system includes at least two user-defined modules, wherein one of the user-defined modules is a list module comprising a standard caller input module.
6. (Currently amended) A speech recognition system having a plurality of modules for implementing a call flow, the speech recognition system comprising:
at least one global module defining concepts that are available to a caller in a plurality of places in a call flow; and
at least one user-defined module that processes at least a portion of the call flow.

Application No.: 10/789,397
Filing Date: February 27, 2004

The speech recognition system of Claim 4, wherein the at least one user-defined module is a natural language module comprising primary and secondary responses to process natural language input from the caller.

7. (Currently amended) The speech recognition system of Claim 6[[4]], wherein the speech recognition system includes at least two user-defined modules, wherein one of the user-defined modules is an overview module that continues after an interruption in the call flow where the interruption occurred.

8. (Currently amended) The speech recognition system of Claim 6[[4]], wherein the speech recognition system includes at least two user-defined modules, wherein one of the user-defined modules is a multilevel module that allows multiple questions to be asked by a caller in the same module.

9. (Currently amended) The speech recognition system of Claim 6[[4]], further comprising an execution chain that provides actions that are performed in response to input by the caller.

10. (Original) The speech recognition system of Claim 9, wherein the execution chain is a main execution chain.

11. (Original) The speech recognition system of Claim 9, wherein the execution chain is one or more of the following: a no match execution chain, a no input execution chain, an error execution chain, a response execution chain, a confirmation execution chain.

12. (Cancelled)